

CONTINUOUS QUALITY IMPROVEMENT (CQI)



Adult Protective Services

Our Vision: To prevent and reduce harm to vulnerable adults from abuse, neglect, and exploitation utilizing the least restrictive methods.

Our Commitments:

1. Adults have the right to be safe
2. Adults retain all their civil and constitutional rights unless a court adjudicates otherwise
3. Adults have the right to accept or refuse services
4. Adults have the right to make decisions that do not conform with societal norms as long as these decisions do not harm others

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CHAPTER 1: Prevention and Early Intervention

- **OUTCOME STATEMENT: COMMUNITIES WILL HAVE AN UNDERSTANDING AND OWNERSHIP OF PREVENTING AND INTERVENING IN THE PROTECTION OF VULNERABLE ADULTS FROM ABUSE, NEGLECT, OR EXPLOITATION.**
- **Goal Statement: Increase the public's awareness of the role of Adult Protective Services.**

Adult Protective Services Intakes – Past Years

Strengths/Opportunities:

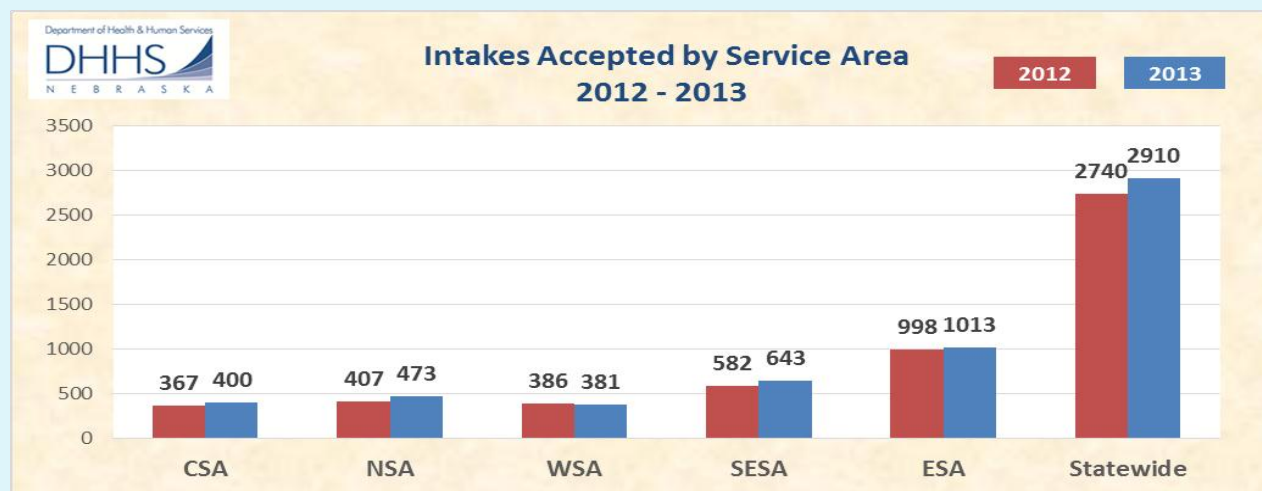
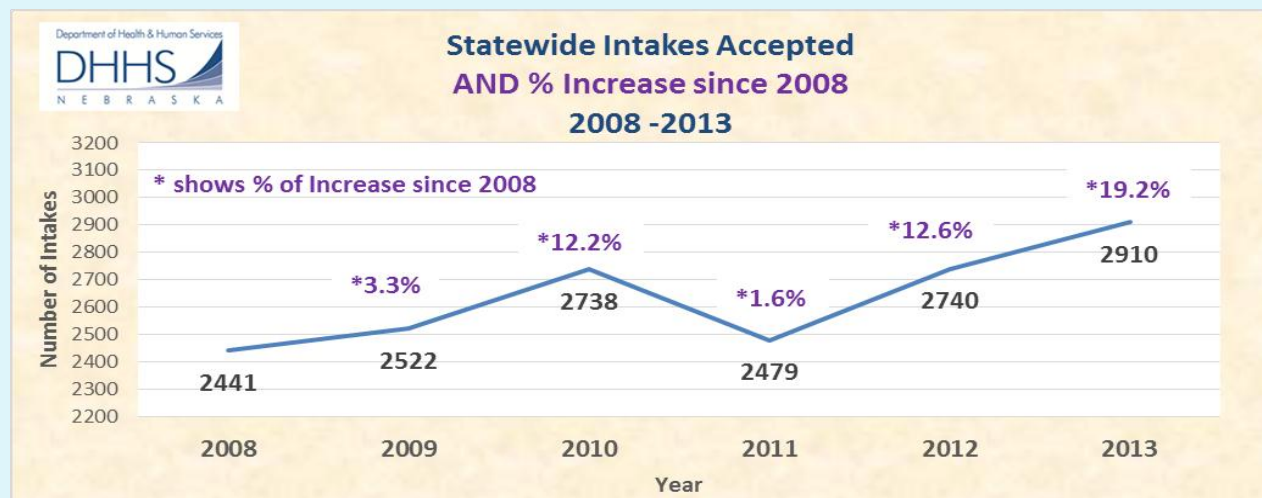
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Communities will have an understanding and ownership of preventing and intervening in the protection of vulnerable adults from abuse, neglect, or exploitation



CHAPTER 2: Safety

- **OUTCOME STATEMENT: VULNERABLE ADULTS IN THE ADULT PROTECTION SYSTEM ARE SAFE.**
- **Goal Statement #1: Adult protection and safety staff are committed to integrating Structured Decision Making into all aspects of work**
- **Goal Statement #2: Vulnerable adults will receive a timely response from Adult Protective Services**
- **Goal Statement #3: Adult Protective Services ensure the safety and dignity of vulnerable adults using the least restrictive interventions**

Intake Calls / Responses

Strengths/Opportunities:

Barriers:

Action Items:

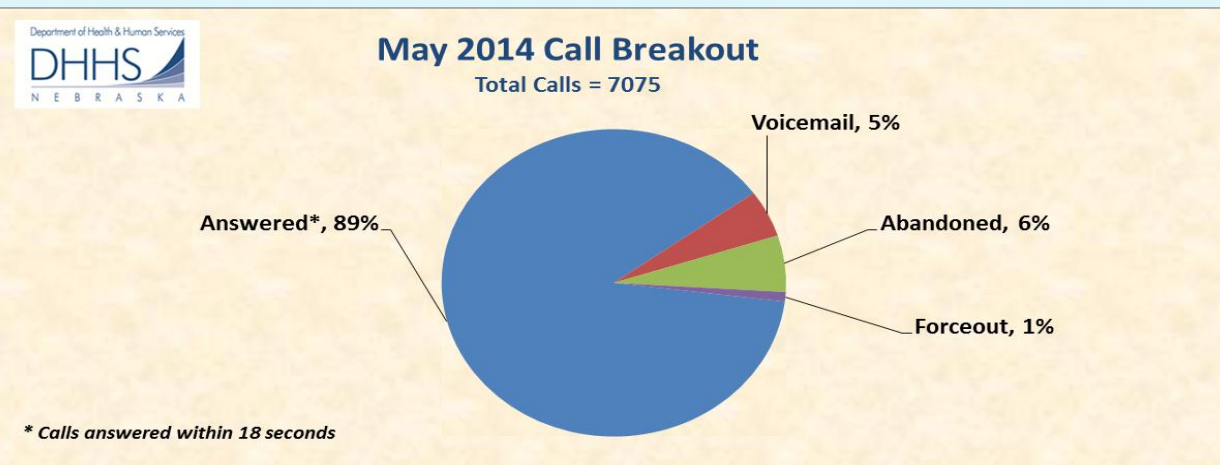
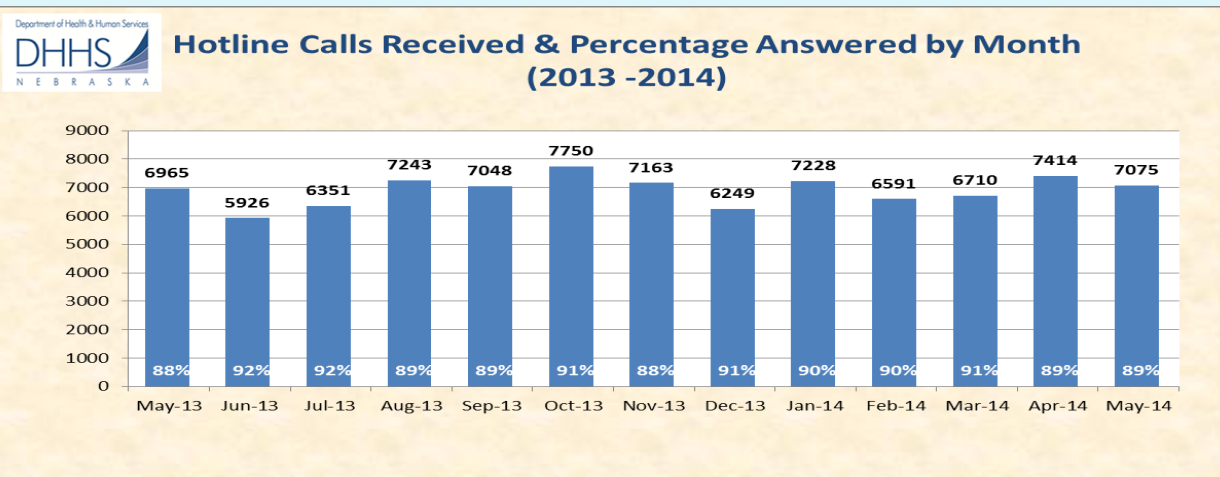
**Completed:*

**Planned: Looking to separate out the APS hotline calls vs. CPS hotline calls.*

This data includes all the calls the hotline receives, including CPS and APS calls. In the future, this data will be broken down into APS calls only.

Data Review Frequency: Monthly

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Definitions:

- * Abandoned-call comes in and is not answered due to something in the ACD system which caused a reason for a disconnect or caller hung up.*
- * Forceout-call comes in and call was sent to worker and worker did not answer –(maybe due to...forgot to log off while faxing)*
- * Voicemail-calls unanswered that go to voicemail. The goal is to return the call within 1 hour. Case Aides track when the message came in and when the call is returned.*

Intake Quality Measures

Strengths/Opportunities:

Barriers:

Action Items:

**Completed:*

**Planned:*

This data includes all the calls the hotline receives, including CPS and APS calls. In the future, this data will be broken down into APS calls only.

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Intake/Hotline Quality Measures Jan-Mar 2014

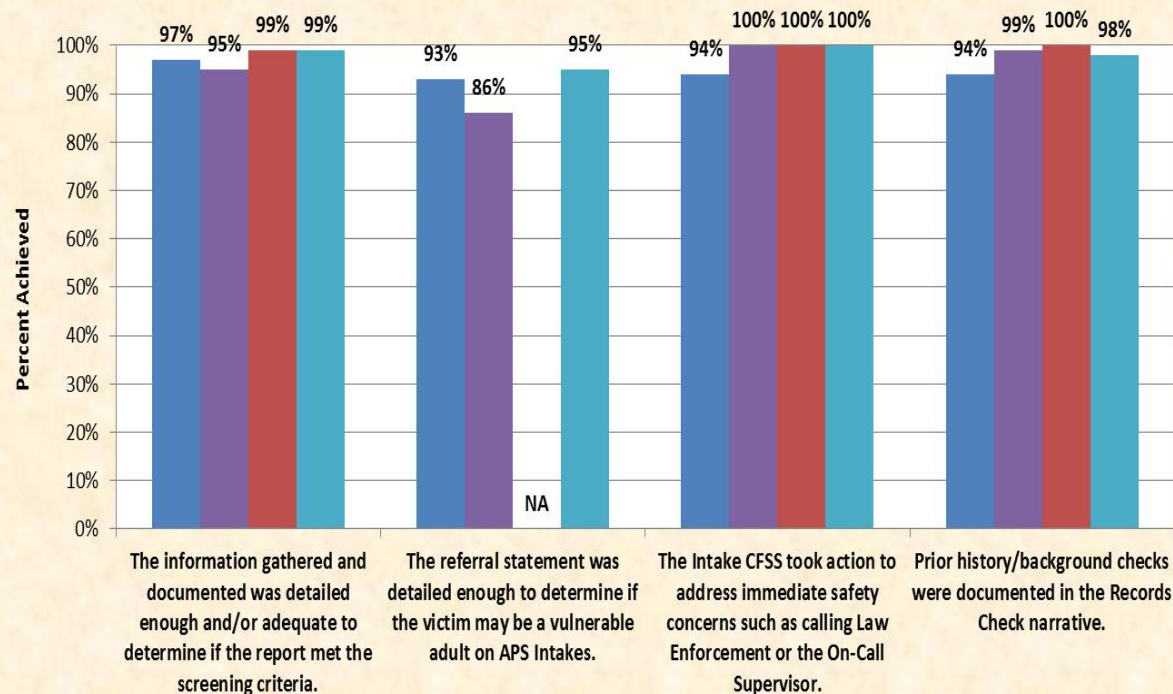
Number of Reviews:

*Jan 2014 = 199

*Feb 2014 = 200

*Mar 2014 = 99

*Apr 2014 = 158



This chart illustrates the percentage achieved for four measures that are part of the Intake QA Review. The Intake QA reviews are completed on a random sample of the total CPS and APS Intakes completed by hotline staff. The Intake QA reviews were implemented by the CQI Unit on July 1st, 2013. March 2014 there were no APS Reports reviewed.

Data Review Frequency: Monthly

APS Face to Face Contact Timeframes

Strengths/Opportunities:

May 2014: Statewide face to face contact time frames are steadily increasing. P2 face to face contact was at 100.0% for May 2014.

Barriers:

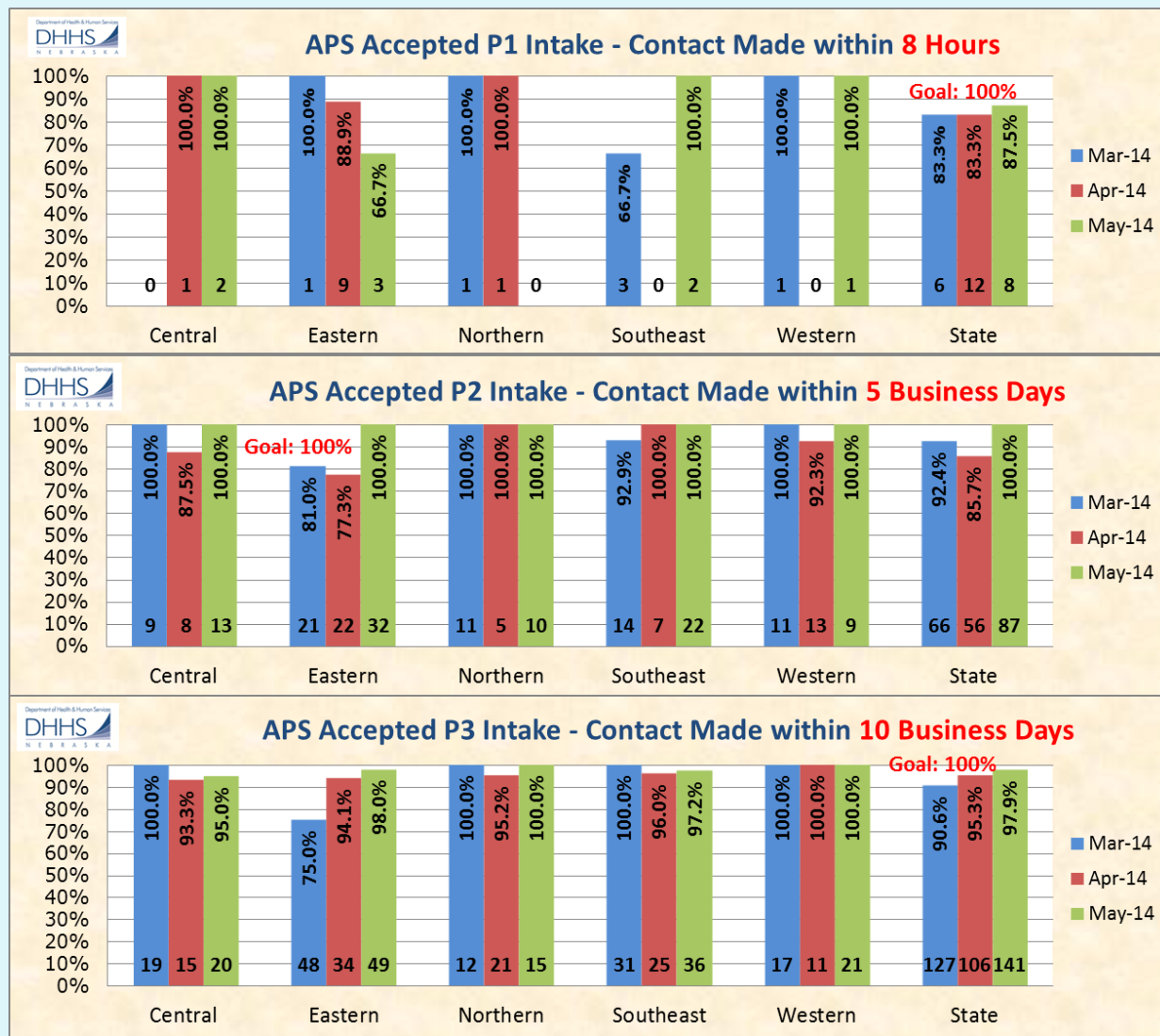
Action Items:

**Completed:*

**Planned:*

Note: Exceptions to face to face contacts are not reflected in the charts.

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 05 APS Performance Accountability

Data Review Frequency: Monthly

APS Investigation Timeframes – In Ready for Review Status

Strengths/Opportunities:

May 2014: Statewide increases in APS investigation summaries in ready for review status

Barriers:

Action Items:

*Completed:

*Planned:

Note: Exceptions to finalization timeframes are not reflected in the charts.

APS Investigation Timeframes changed per Policy direction in mid September 2013. The new timeframes are: P1=45 Days; P2=60 Days; and P3=60 Days.

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 05 APS Performance Accountability

Data Review Frequency: Monthly

APS Investigation Timeframes – In Final Status from Ready for Review

Strengths/Opportunities:

May 2014: Overall increase in finalizing investigations within 10 days of an investigation in ready for review status. P1 timeliness was at 100.0%

Barriers:

Action Items:

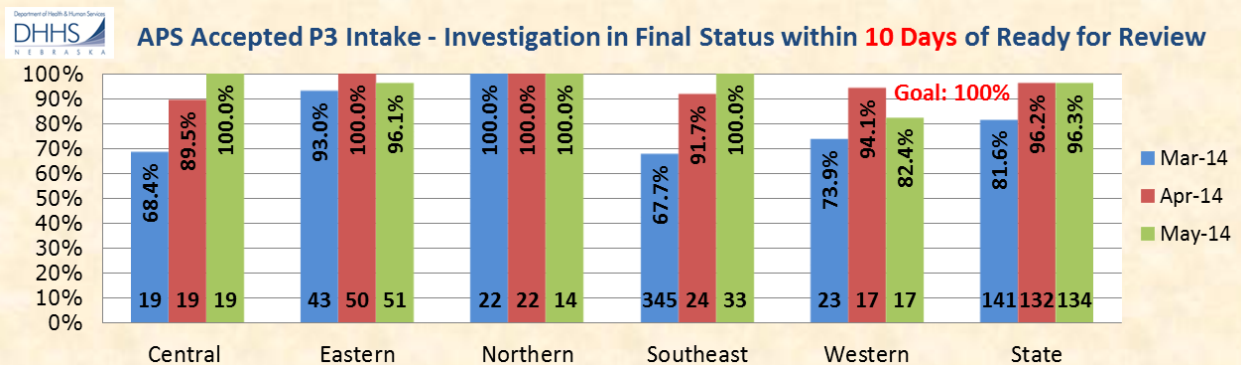
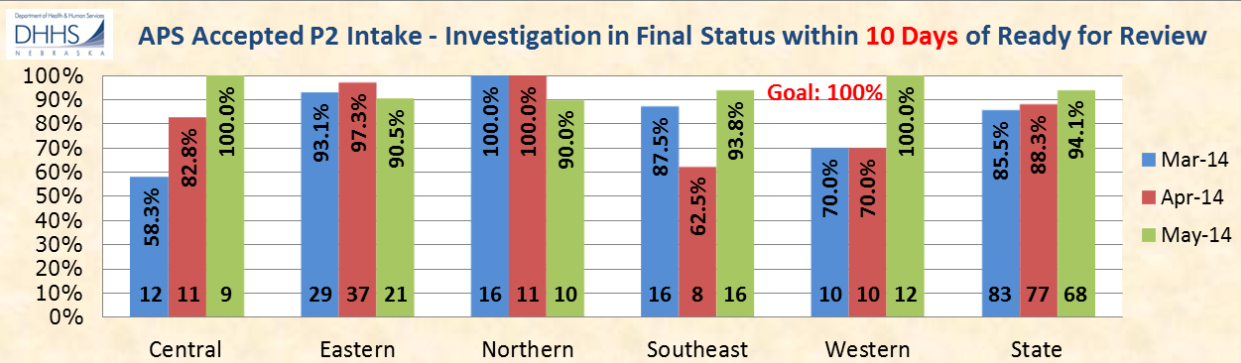
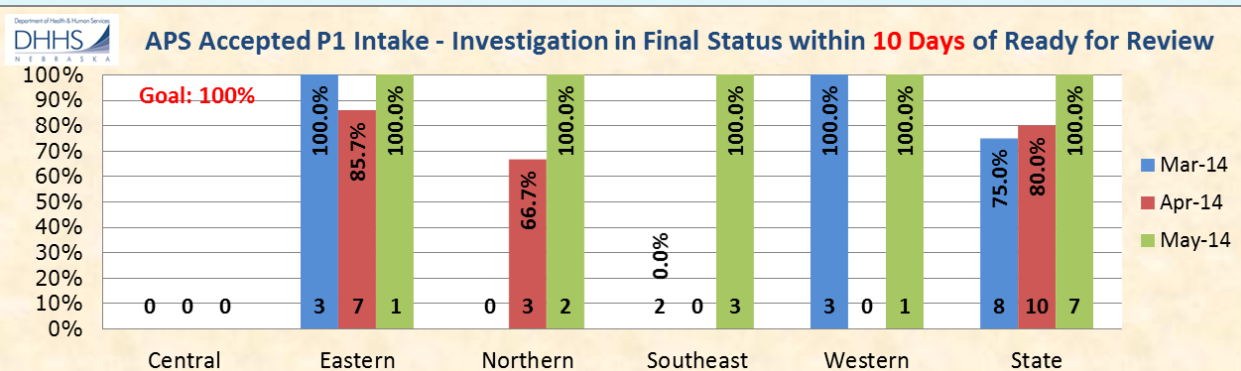
*Completed:

*Planned:

Note: Exceptions to finalization timeframes are not reflected in the charts.

APS Investigation Timeframes changed per Policy direction in mid September 2013. The new timeframes are: P1=45 Days; P2=60 Days; and P3=60 Days.

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 05 APS Performance Accountability

Data Review Frequency: Monthly

APS Investigation Timeframes – In Final Status from Intake

Strengths/Opportunities:

May 2014: First month of this measure.
Timeliness for finalization is at 90.0% or above.

Barriers:

Action Items:

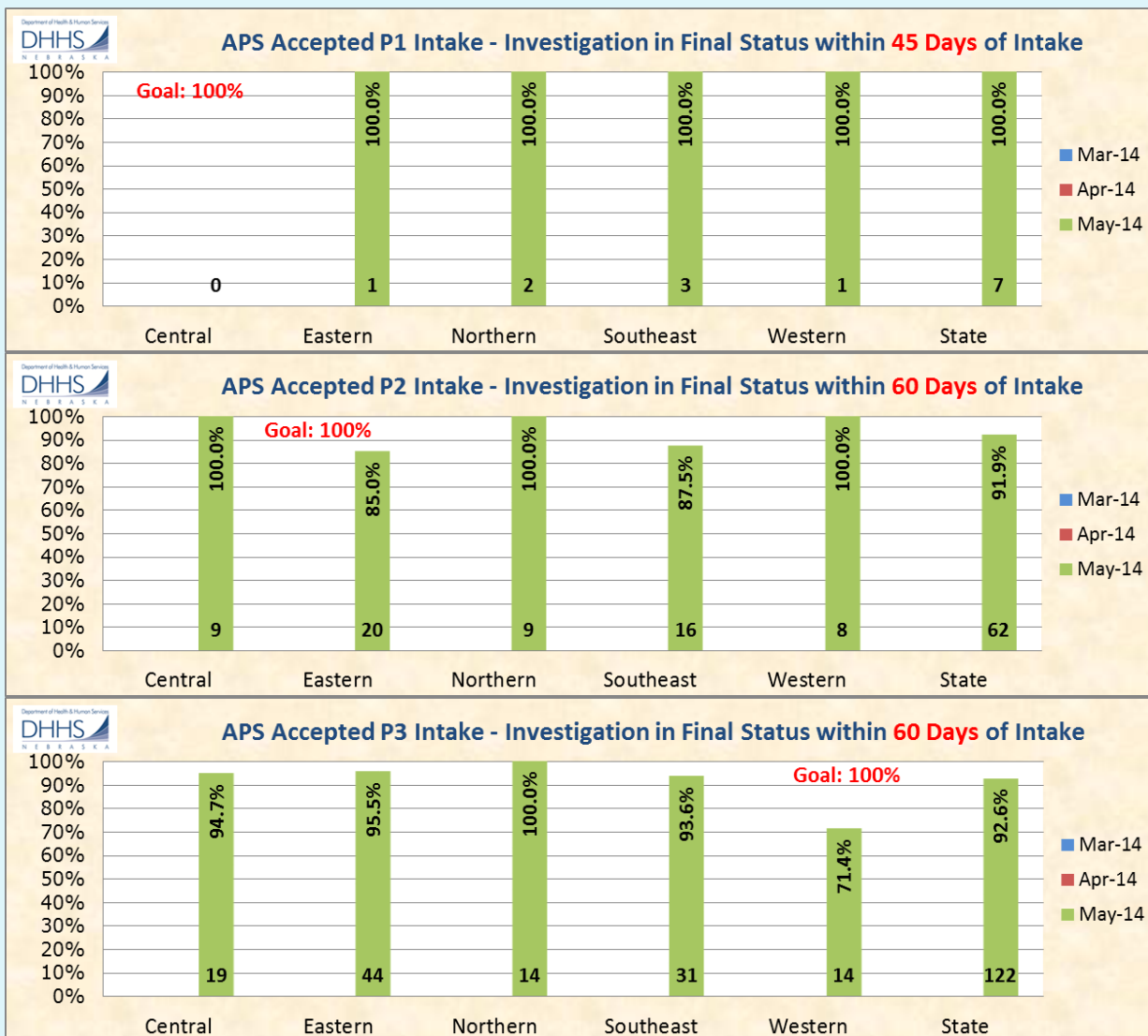
*Completed:

*Planned:

Note: Exceptions to finalization timeframes are not reflected in the charts.

APS Investigation Timeframes changed per Policy direction in mid September 2013. The new timeframes are: P1=45 Days; P2=60 Days; and P3=60 Days.

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Data Review Frequency: Monthly

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2014 - 05 APS Performance Accountability

APS Quality Measures - Statewide

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

March 2014: Added a 5th measure for safety concerns of the vulnerable adult for statewide and each service area.

April 2014: Continued increases in overall state performance.

May 2014: Slight decreases across the state measures.

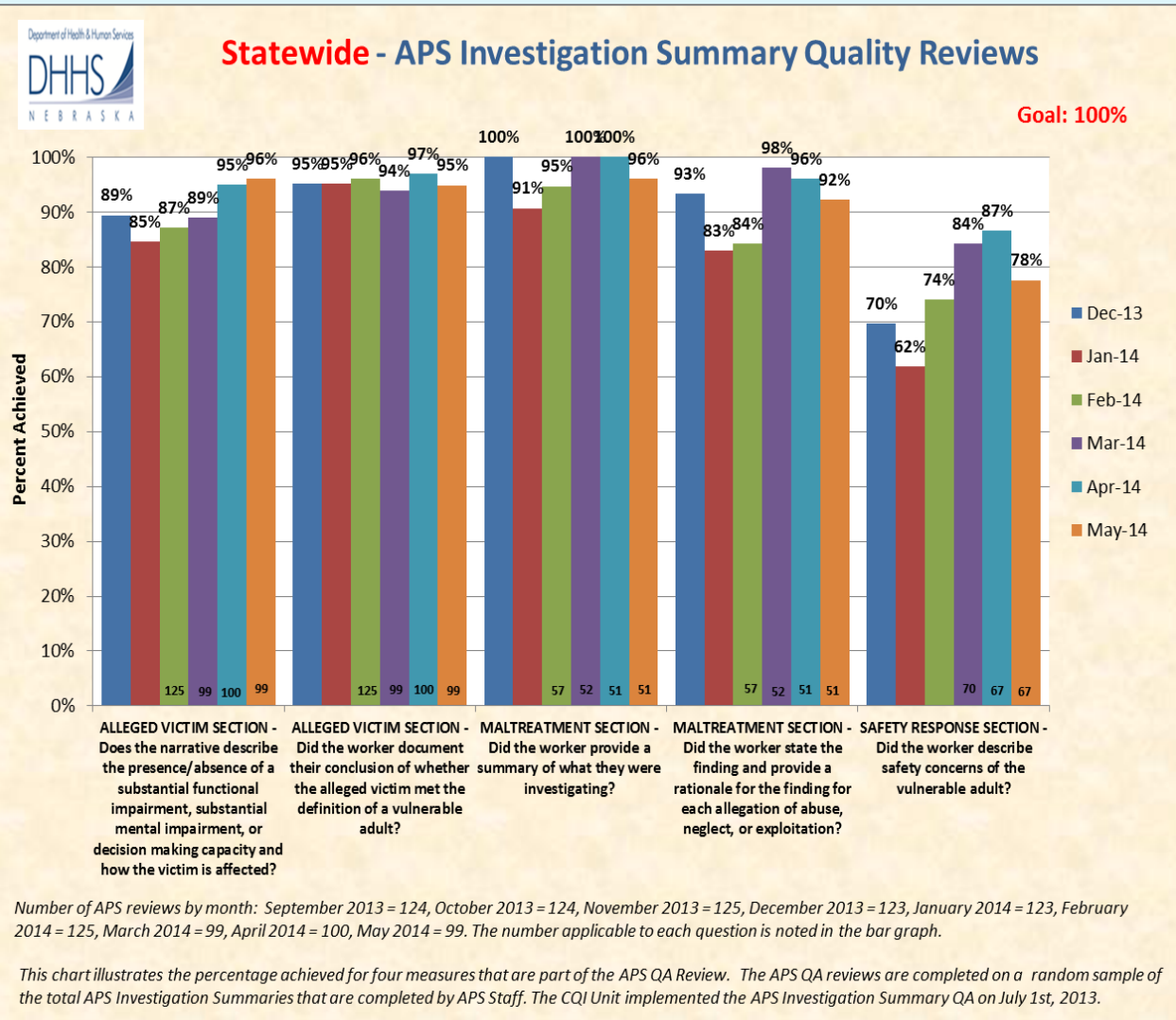
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

Data Review Frequency: Monthly

APS Quality Measures - ESA

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

Mach 2014: Added historical data for trend comparisons.

April 2014: Continued increases in performance in all measures.

May 2014: Slight decrease in 4 out of the 5 areas.

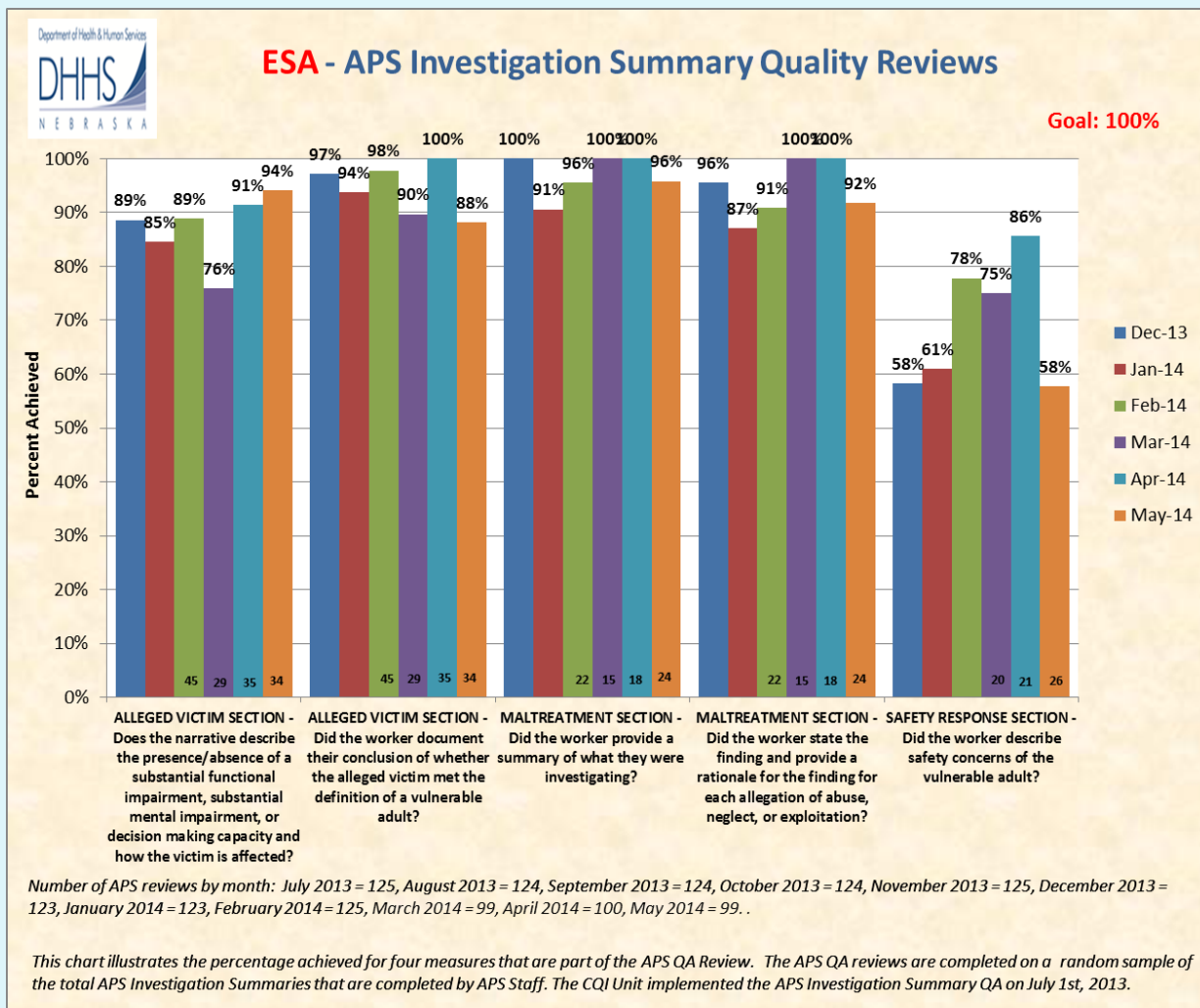
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

Data Review Frequency: Monthly

APS Quality Measures - SESA

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

March 2014: Added historical data for trend comparisons.

April 2014: Steady improvements over the last month.

May 2014: Steady in most areas, slight decreases overall.

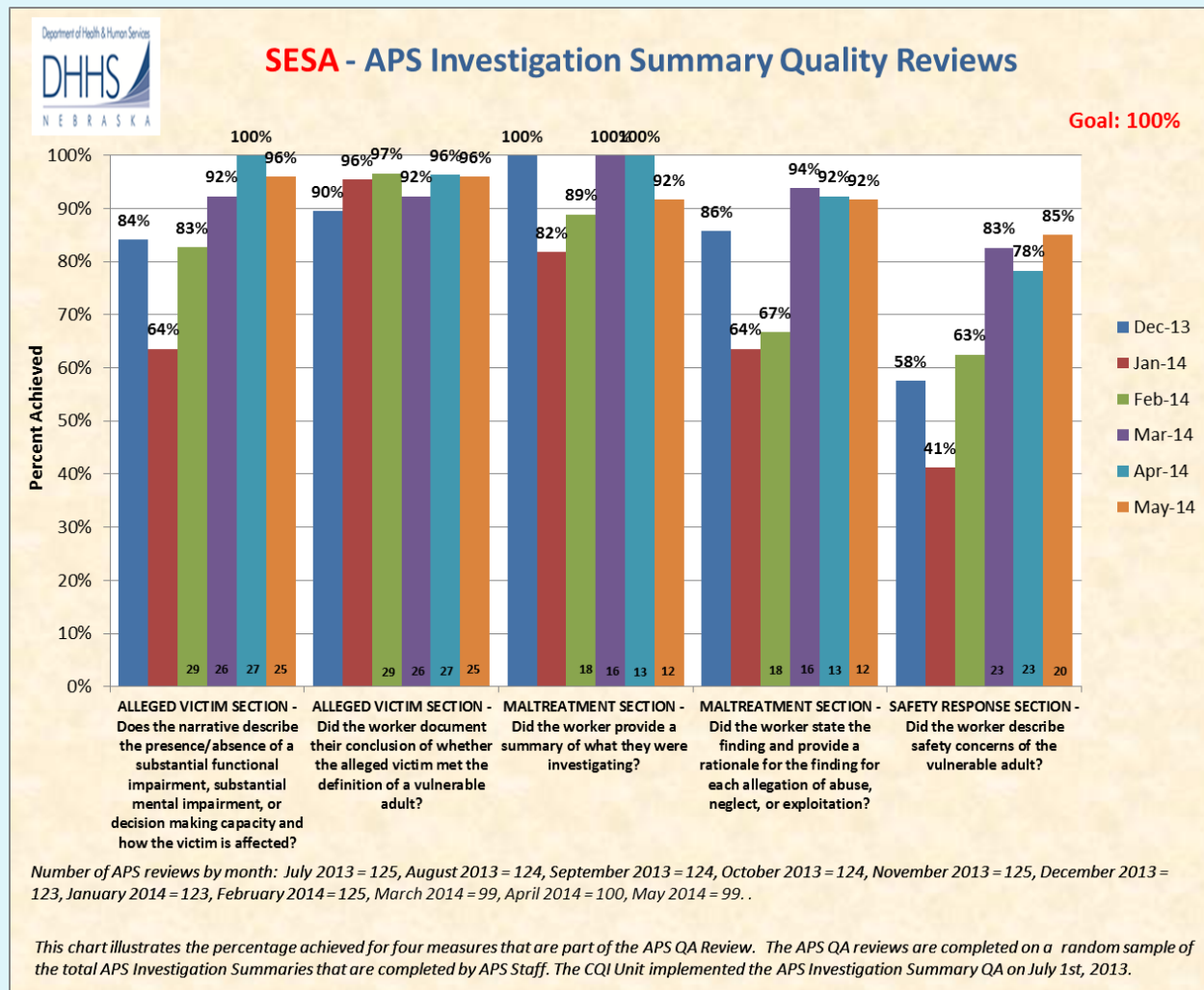
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Data Review Frequency: Monthly

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

APS Quality Measures - CSA

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

March 2014: Added historical data for trend comparisons.

April 2014: Slight decreases in some measures.

May 2014: Many items remained steady at 100.0% with one decrease.

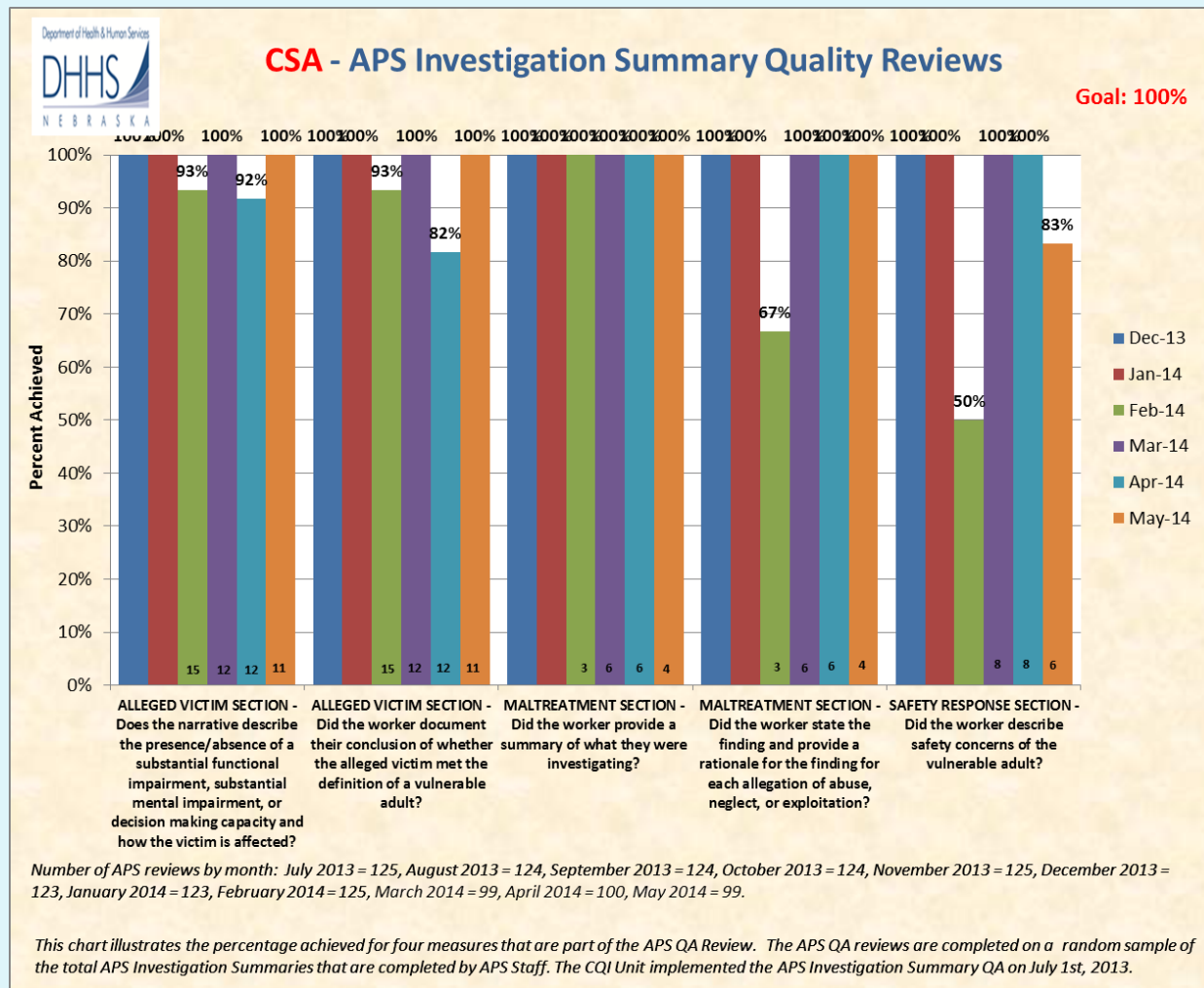
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Data Review Frequency: Monthly

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

APS Quality Measures - NSA

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

March 2014: Added historical data for trend comparisons.

April 2014: Increases and decreases for these items.

May 2014: Overall increases across the board except for one measure.

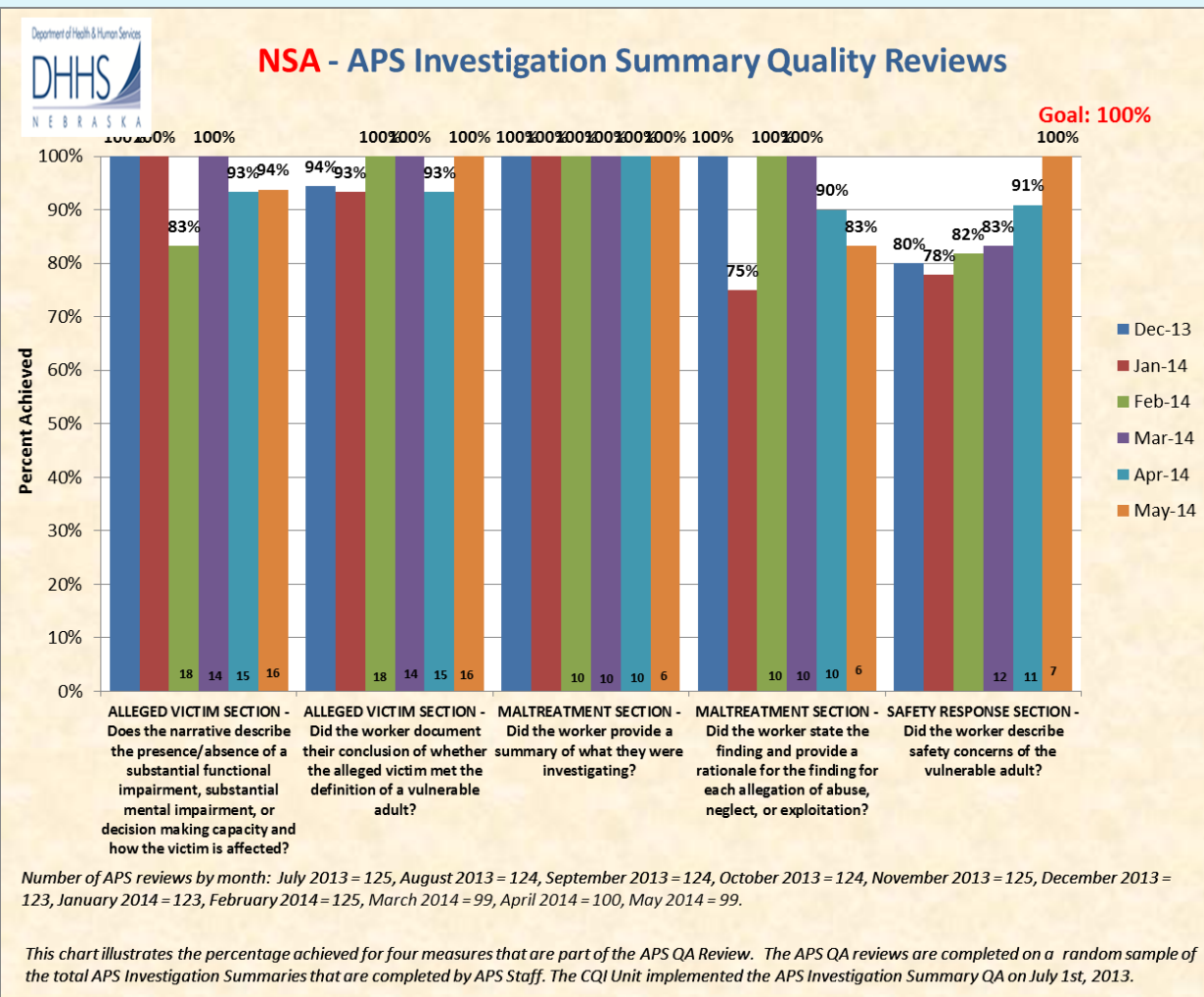
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

Data Review Frequency: Monthly

APS Quality Measures - WSA

Strengths/Opportunities:

Feb 2014: Increase in all 4 quality measures this month.

March 2014: Added historical data for trend comparisons.

April 2014: 100% for all the measures!

May 2014: Again, 100% for all the measures!

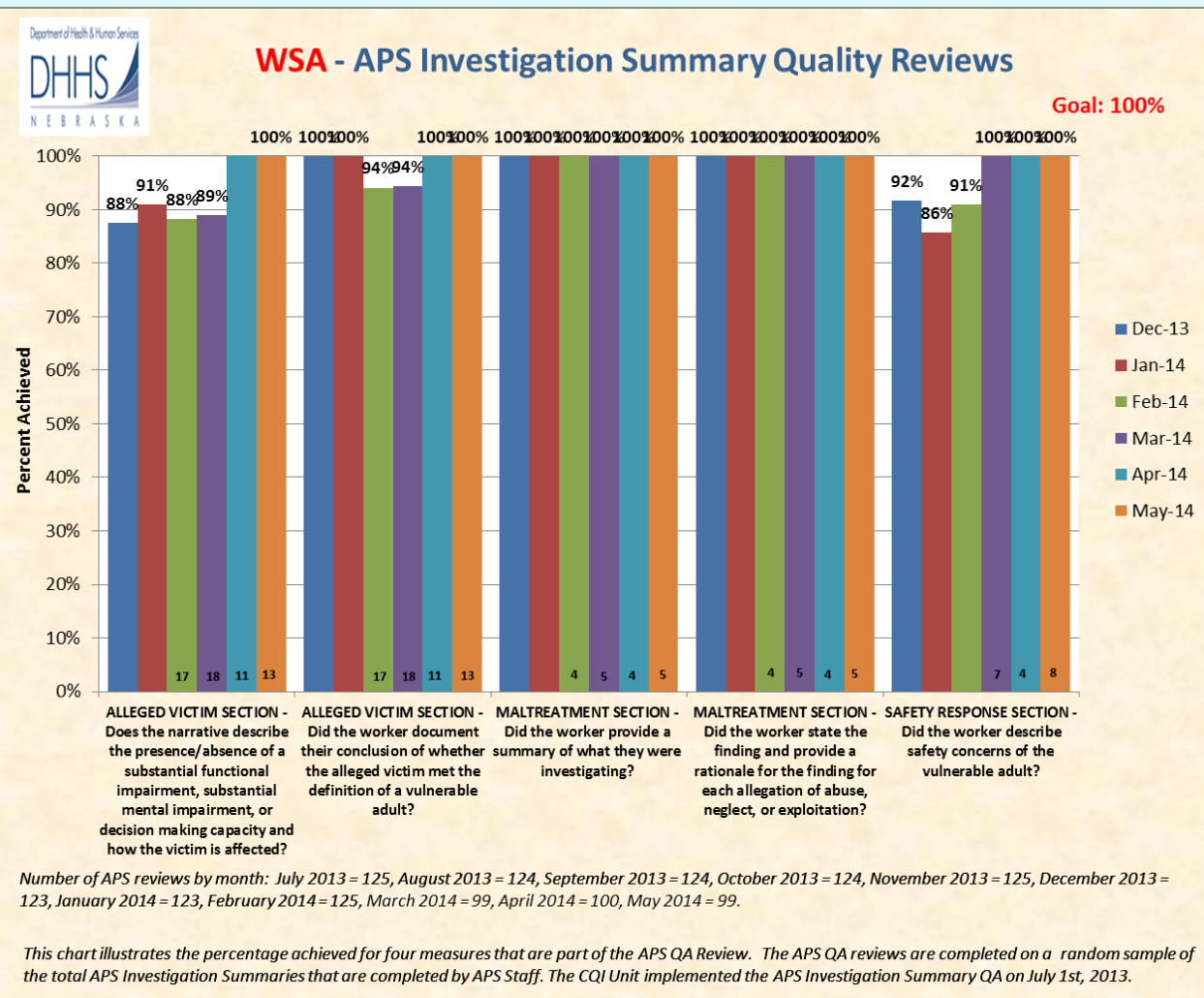
Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: Vulnerable adults in the Adult Protection System are safe



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

Data Review Frequency: Monthly

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CHAPTER 3: Workforce Stability

- **OUTCOME STATEMENT: THE ADULT PROTECTIVE SERVICES' WORKFORCE IS WELL-QUALIFIED, TRAINED, SUPERVISED, AND SUPPORTED.**
- **Goal Statement #1: Reduce staff turnover**
- **Goal Statement #2: Provide for ongoing training for staff that addresses the skill and knowledge base needed to carry out their duties**
- **Goal Statement #3: Supervisory staff will be well trained and provide overall leadership for workers**

APS Staff Vacancy Rate

Strengths/Opportunities:

Barriers:

Action Items:

**Completed:*

**Planned:*

OUTCOME STATEMENT: The Adult Protective Services' workforce is well-qualified, trained, supervised, and supported

CFSS + CFSS/T														
Location	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14
CSA	8.9%	5.3%	6.9%	5.2%	8.8%	10.9%	7.3%	9.4%	1.9%	2.0%	0.0%	2.0%	11.8%	17.0%
ESA	6.5%	3.7%	3.7%	3.7%	6.5%	8.3%	8.3%	7.5%	10.4%	10.5%	14.3%	14.3%	11.2%	17.8%
NSA	13.3%	9.6%	12.0%	16.9%	20.5%	18.1%	8.9%	5.1%	5.3%	4.1%	2.8%	2.8%	7.0%	7.0%
SESA	5.9%	6.2%	1.8%	1.9%	6.2%	6.2%	3.1%	2.6%	5.2%	2.8%	6.3%	9.8%	13.2%	13.4%
WSA	1.4%	4.3%	7.0%	9.9%	12.7%	7.0%	8.5%	0.0%	4.8%	4.8%	0.0%	1.7%	0.0%	0.0%
Total	7.0%	5.8%	5.4%	6.4%	10.0%	9.4%	6.6%	4.6%	6.0%	5.1%	6.0%	7.7%	9.8%	12.1%

Vacancies are allocated positions not filled, excluding frozen positions

APS Only Vacancy Rate is not available at this time

Average Investigation Per APS Worker Per Month

Strengths/Opportunities:

Barriers:

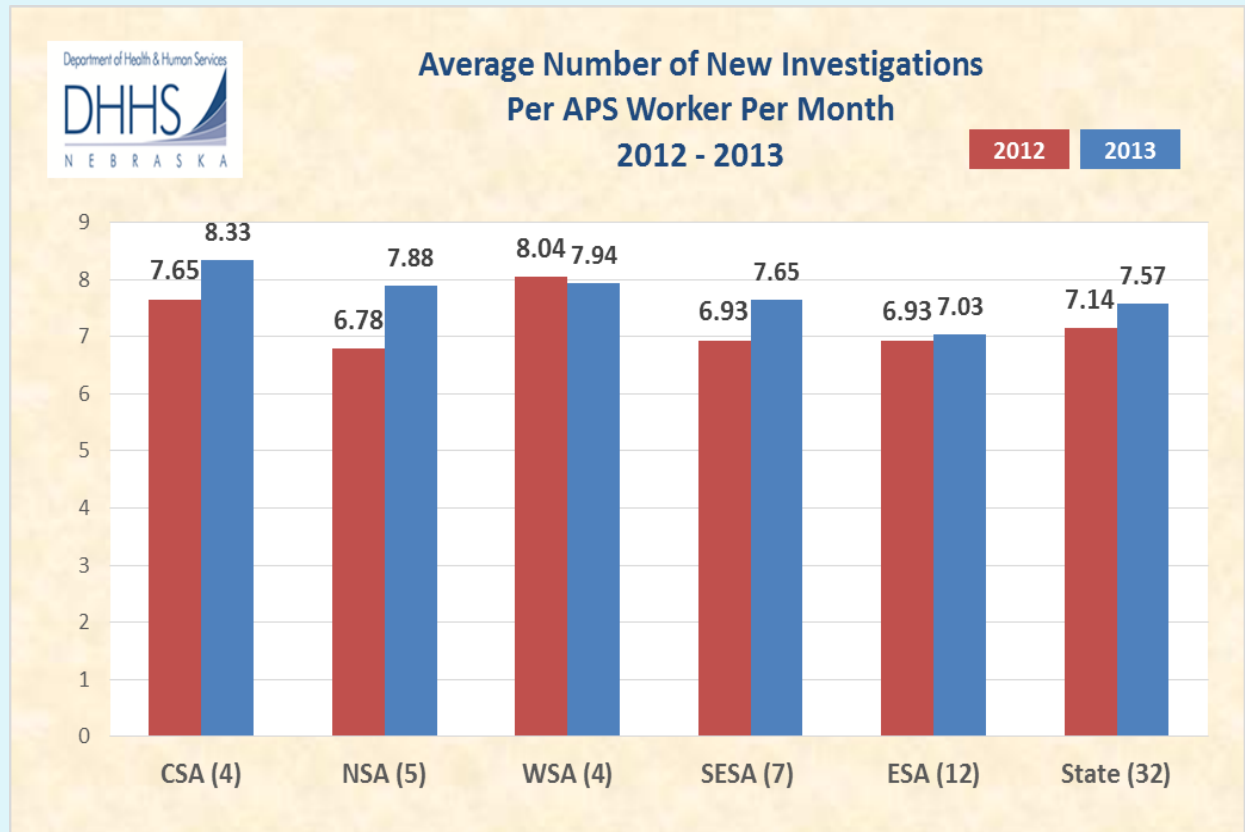
Action Items:

**Completed:*

**Planned:*

Note: The number next to each service are represents the total allotted positions for the current year (2014).

OUTCOME STATEMENT: The Adult Protective Services' workforce is well-qualified, trained, supervised, and supported



This data only represents new investigations. It does not reflect the number of ongoing cases managed by APS.

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